Gmail

[ProtonMail] Re: Firefox: Account Security

1 message

Pavle (Proton Mail) <support@protonmail.zendesk.com> Mon, 20 May 2024 at 10:59
Reply to: Proton Mail <support+id2844654@protonmail.zendesk.com>
To: nicole.dreyer.za@gmail.com <nicole.dreyer.za@gmail.com>

##- Please type your reply above this line -##

Your request (2844654) has been updated. To add additional comments, reply to this email.

Pavle (ProtonMail)
May 20, 2024, 10:59 GMT+2

Hello,

Thank you for the reply.

As per your request, we will keep this ticket open. In the meantime, you can ignore any automated messages from our system.

Have a great day!

Kind regards,

Pavle
Customer Support
Proton Mail

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nicole.dreyer.za@gmail.com
May 17, 2024, 16:58 GMT+2

Hi Pavle,

Please keep this ticket open until I get my info from Payneer?

No response from them yet, so I have written to the complaints department now. *Sigh

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Pavle (ProtonMail)
May 17, 2024, 15:08 GMT+2

Hello,

Thank you for your reply.

You are more than welcome, we are always happy to clarify and assist in whatever way we can.

We will now close this ticket, but feel free to reopen it whenever you want by replying to this message.

Have a great rest of your day!

Kind regards,

Pavle
Customer Support
Proton Mail

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nicole.dreyer.za@gmail.com
May 16, 2024, 12:22 GMT+2

Thanks, Pavle

Pavle (ProtonMail)
May 16, 2024, 12:18 GMT+2

Hello,

Thank you for the reply.

Please understand that we cannot provide any information regarding the aliases. We as agents must make sure to follow strict rules and procedure in recovery situations.

Feel free to get back to us whenever you can.

Kind regards,

Pavle
Customer Support
Proton Mail

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nicole.dreyer.za@gmail.com
May 15, 2024, 14:05 GMT+2

I hear you, Pavle and appreciate Proton's security measuers!

Are you able to give me the aliases with only the parts after the first [.] perhaps? i.e. My own additions removed for your security purposes.

I can take it from there.

Pavle (ProtonMail)
May 15, 2024, 13:41 GMT+2

Hello,

Thank you for the reply.

Kindly note that we are unable to provide you such information, unfortunately.

We truly understand your position, however, we can proceed with the recovery only if you provide us with sufficient answers to the security questions and the correct payment information.

Please note that user security is our top priority and Proton Mail's policy does not allow for any compromises when it comes to validating account ownership. We apologize for any inconvenience this might cause.

Feel free to get back to us whenever you can.

Kind regards,

Pavle
Customer Support
Proton Mail

nicole.dreyer.za@gmail.com
May 14, 2024, 18:09 GMT+2

Hi Pavle,

Are you able to give me the full alias from one of my aliases to do a password reset on an account here, please?

securem3.[somethingorother] - or secur3.{something or other]

This would help me get you the info you need so that we can sort this out?

With thanks,

Nicole

nicole.dreyer.za@gmail.com
May 14, 2024, 09:27 GMT+2

Thanks, Pavle.

Still working on it.

I'll let you know a soon as I get a response from Payneer.

Nicole

Pavle (ProtonMail)
May 13, 2024, 12:51 GMT+2

Hello,

Thank you for the reply.

Kindly note that we will leave this ticket open. Whenever you have the payment details and the correct answers to the security questions, feel free to get back to us.

In the meantime, you can ignore any automated messages from our system.

Looking forward to your response.

Kind regards,

Pavle
Customer Support
Proton Mail

nicole.dreyer.za@gmail.com
May 10, 2024, 15:38 GMT+2

Hi,

I am still trying to get access to the Payoneer acc for credit card details. I can't acess the account without my Protonmail acc, see?

So have requested for an email address change from Payoneer for my acc with them, so that I can get back in.

Please do not close this ticket until resolved as I have now been trying to get access to my accounts for two weeks. Everything is linked to this protonmail acc and I can't get into anything right now with no access to this protonmail acc.

Pavle (ProtonMail)
May 7, 2024, 10:54 GMT+2

Hello,

Please accept our apologies for the late response.

Unfortunately, the answers you have provided are not sufficient for us to confirm the ownership of the account. Please provide us with the correct answers to the additional security questions below so that we may continue with the recovery process.

Did you use one password mode or two passwords mode?

Did you have 2FA enabled for your account?
Have you activated a short <pm.me> address as well?
Have you used this account to access Proton VPN?

Also, please provide us with the remaining payment details:

-Last 4 digits:
-Expiration date (month):
-Expiration date (year):

Looking forward to your response.

Kind regards,

Pavle
Customer Support
Proton Mail

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nicole.dreyer.za@gmail.com
May 4, 2024, 10:03 GMT+2

Hi Pavle,

Still no contact for two days is it now?

Has my email gone missing, please?

Please at least acknowledge receipt of email.

With thanks,

Nicole

Attachment(s)
Screenshot 2024-05-04 at 10.01.10.png

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nicole.dreyer.za@gmail.com
May 2, 2024, 15:36 GMT+2

Hi Pavle,

Pretty please. Please!

I can't even buy groceries right now.

I also sent emails from the acc to nofilterz.za@gmail.com

This is urgent now. I'm dead in the water here.

Thanks,

Nicole

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nicole.dreyer.za@gmail.com
May 2, 2024, 14:36 GMT+2

Hi Pavle,

Any news, please?

With thanks,

Nicole

nicole.dreyer.za@gmail.com
May 2, 2024, 12:20 GMT+2

Thank you, Pavle.

Asnwers to disable F2A, please. I'm nervous about losing data so...

-Precise date when you have last accessed your account: Monday 29th April 2024
-Did you use any of our mobile apps to login, or did you access your account through a web browser: Web Browser (Firefox)
-Some of the addresses you have communicated with and/or subject lines from your last sent messages: nicole.naga@protonmail.com; ally.goenka@protonmail.com - I also created aliases : login; eagle; secur3
-Did you use this account to register for any websites or services? If so, which ones? I registered with Bitwarden with this account.

Payment information:

*Credit card Details: I am unsure of details as this is a Payoneer Virtual card and I only recently received it :|

-Card brand: Mastercard (Payoneer)
-Last 4 digits: I don't know
-Name: Nicole Dreyer
-Country: South Africa
-ZIP code: 7800
-Expiration date (month): Not sure :|
-Expiration date (year): 26 (?)

Hoping you can assist quickly as can't even get into my bank acc at the moment

Thanks for your quick response.

Nicole

Pavle (ProtonMail)
May 2, 2024, 12:11 GMT+2

Hello,

Thank you for reaching out to us.

Proton Mail provides you with several one-time use recovery codes. If you ever misplace or lose your authentication device (mobile phone, etc.) these codes will be the only way to log into your account. If you ever lose your second-factor device, you can enter these codes instead of the 6-digit authenticator code. You can disable 2FA with the recovery codes **by logging into your account via a web browser and navigating to Settings → Account and password → disable the 2FA option → enter your login password → enter one of your one-time recovery codes.**

Note: each code can only be used once, so please save all the codes.

If you have lost the recovery codes, we can disable the two-factor authentication (2FA) for you, but we will need you to answer the following security questions so we can confirm the ownership:

-Precise date when you have last accessed your account:
-Did you use any of our mobile apps to login, or did you access your account through a web browser:
-Some of the addresses you have communicated with and/or subject lines from your last sent messages:
-Did you use this account to register for any websites or services? If so, which ones?

Payment information:

*Credit card Details:

-Card brand:
-Last 4 digits:
-Name:
-Country:
-ZIP code:
-Expiration date (month):
-Expiration date (year):

Please answer the questions above as precisely as you can in order to confirm the ownership of the account. Otherwise, we will have to terminate the recovery process.

If you give us the correct answers we will disable the 2FA and you would be able to log in using only your username and password.

Another option is to reset the password from the login screen which will **automatically disable 2FA**.
https://account.proton.me/reset-password

We can see that the **Recovery phrase** option is activated for the account.

The recovery phrase is composed of 12 words and acts as a backup password. It allows you to reset your password and recover all your emails and other encrypted data and disable your 2FA. If you have saved the recovery phrase, you can use it to reset your password through the following link: https://account.proton.me/reset-password.

For detailed instructions on resetting your password by using the Recovery phrase, please refer to the following knowledge-base article: https://proton.me/support/reset-password/#how-to-reset-your-password-using-your-recovery-phrase.

Because of the encrypted nature of our service, the existing data on the account will become unreadable after the password reset (**unless it is reset by using the Recovery phrase**).

In order to recover your previous data, you may need to utilize one of the following recovery methods we have available under our **Settings** > **Go to settings** > **Recovery** menu:

• Use your old password: when in the Recovery menu, click on the Unlock data button under the Data locked section and choose the Password tab: https://proton.me/support/recover-encrypted-messages-files/#recovering-your-data-if-

you-remember-your-password.

• Use your recovery phrase: when in the Recovery menu, click on the Unlock data button under the Data locked section and choose the Phrase tab: https://proton.me/support/recover-encrypted-messages-files/#recovering-your-data-using-your-recovery-phrase.

• Use your recovery file: when in the Recovery menu, click on the Unlock data button under the Data locked section and choose the File tab: https://proton.me/support/recover-encrypted-messages-files/#recovering-your-data-using-your-recovery-file.

If we can do anything else to assist you, please let us know.

Kind regards,

Pavle
Customer Support
Proton Mail

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nicole.dreyer.za@gmail.com
May 2, 2024, 10:41 GMT+2

Thanks.

This is urgent, please.

Warm regards,

Nicole

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nicole.dreyer.za@gmail.com
May 1, 2024, 20:17 GMT+2

OS: macos
OS Version: 10.15
Browser: Firefox
Browser Version: 125.0
Resolution: 820 × 1440
Client: Static
Client Version: support-form
Title: Account Security
Username: dreywin@proton.me
Contact Email: nicole.dreyer.za@gmail.com
User-Agent: Mozilla/5.0 (Macintosh; Intel Mac OS X 10.15; rv:125.0) Gecko/20100101 Firefox/125.0
Timestamp: 1714587479
Date: 2024-05-01 18:17:59 +00:00

Hi,

My phone biometrics switched to enter password. I can't remember my password (of course) and my Authy app used for 2FA on my proton account is on my phone.

I can't get into my proton email acc. Could you please deactivate the 2FA for me? I will set it up again after I gain access.

Account payment to upgrade was made via my Payoneer credit card - Nicole Dreyer

With thanks,

Nicole

This email is a service from ProtonMail.